

Prospective Provider Process

Steps for Prospective Provider and actions of DD	DD Staff Responsible
<p>Person contacts DHHS DD and expresses interest in becoming a certified provider. Minimally, name & email are obtained for prospective provider.</p> <ul style="list-style-type: none"> Email is sent thanking person for interest in becoming a certified provider. "AA Prospective provider initial info email" PDF is attached. Folder is created on J drive; initial email is saved here: J:\DDD\4.1 Technical Assistance\Prospective Providers in Active Agencies or Active Individuals. New item is created on SharePoint Initial Application Tracking. Sections to be completed: Title, Year, Applicant, Applicant Type, Contact, Initial Contact Date, Initial Information Sent. <i>Whenever SharePoint is updated DD staff should indicate in Comments: date, change(s) made, and name.</i> 	<p>TA Manager (Dave)</p> <p>TA Manager (Dave) TA Manager (Dave)</p>
<p>IF person contacts DD and says that they DON'T want to be a certified provider, but wants to have individuals with disabilities living with them, them</p> <ul style="list-style-type: none"> DD sends email based on "Companion or host home sample reply." DD may also provide information from "Adult Family Home Enrollment Information." If folder has been created on J drive it should be moved to Inactive (Agencies or Individuals) with a description as to why. If item has been created on SharePoint, section should be filled out for Final Status Date, Accepted/Denied. Explanation should be given in Comments. 	<p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p>
<p>Prospective Provider sends letter of intent (LOI).</p> <ul style="list-style-type: none"> DD checks that LOI includes location and type of services. <ul style="list-style-type: none"> If not, email either "Letter of Intent needs to specify location," "Letter of Intent needs to specify type AND location," or "Letter of Intent needs to specify type." If so, send email based on "Receipt of Letter of Intent and need to attend orientation standard letter." DD collects names and email addresses of prospective providers who want to attend Orientation. <ul style="list-style-type: none"> Orientation invite/reminder is emailed to these prospective providers approximately 6 weeks prior to Orientation. Orientation sign in sheet is developed based on list of those planning on attending. Items saved to J drive folder: LOI, PDFs of all email communications. SharePoint sections: Letter of Intent Received, Orientation Sent Date. 	<p>TA Manager (Dave) TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>Administrative Assistant (?)</p> <p>TA Manager (Dave)</p> <p>Administrative Assistant (?)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p>
<p>Prospective Provider attends Orientation.</p> <ul style="list-style-type: none"> DD updates orientation tracking to indicate those who attended training. DD sends email based on "Application – letter to send with." Documents are attached: "Initial Application – Title 202 NAC Certification," "Service Plans to be Approved for Contracting REV," and "Policy and Procedure Worksheet for Prospective Providers." Items saved to J drive folder: PDF of email communication. 	<p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave) TA Manager (Dave)</p>

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<ul style="list-style-type: none"> SharePoint sections: Attended Orientation, Application Sent Date. Comments section should include names of those who signed in at Orientation. 	
<p>Prospective Provider applies to be Medicaid Provider.</p> <ul style="list-style-type: none"> If assistance is wanted with the process, prospective provider may contact DD. Medicaid Provider Number needs to be on Application. 	Contract Manager (Kim)
<p>Prospective Provider sends Application and Policies & Procedures (P&P).</p> <ul style="list-style-type: none"> DD checks Application to ensure all sections are completed, including Medicaid Provider Number; governing board or advisory committee meet requirements; and types of service match LOL. <ul style="list-style-type: none"> If any of these not met, DD emails prospective provider with what is needed prior to P&P review. Email may be based on text found in "P&P received templates." DD should attach PDF "Mason Clarification re governing boards and advisory committees" if applicable. DD does preliminary review of P&P to ensure prospective provider has completed P&P Review Worksheet and all pertinent chapters are addressed based on the services to be offered. <ul style="list-style-type: none"> If either of these not met, DD emails prospective provider with what is needed prior to full P&P review. Email may be based on text found in "P&P requires tabulation template." DD assigns Surveyor to complete full review of P&P. When possible, the Surveyor assigned will be on provisional certification review. DD does full review of P&P using "Title 404 NAC Policy and Procedure Review Worksheet." <ul style="list-style-type: none"> Communication is made to prospective provider to review the findings and give prospective provider chance to make revisions. If P&P does not meet requirements of 404, DD sends email to prospective provider. This email may be based on "P&P quote Regs template," "P&P reviewed and need work template," or "Application requires revision – quotes regulations template." Items saved to J drive folder: Application, P&P (if submitted electronically), P&P review on worksheet, PDFs of all email communications. SharePoint sections: Application Received Date, P&P Received Date, First P&P Review Date, Accepted/Denied (as applicable). 	<p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>Survey Manager (Susan)</p> <p>Surveyor (as assigned)</p> <p>Surveyor, Surveyor Manager, TA Manager</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p>
<p>Prospective Provider sends revised P&P (as needed).</p> <ul style="list-style-type: none"> DD does second review of P&P, checking areas that were not compliant at the time of the first full review. <ul style="list-style-type: none"> If P&P does not meet requirements of 404, DD may decide that prospective provider will be denied. DD will send signed letter with decision, based on "Application denied template – SHOULD BE SIGNED BY CBS ADMIN." If P&P meets requirements of 404, DD will move to pre-contracting phase. DD will send signed letter with decision and Provisional Certification, based on "P&P 	<p>Surveyor (assigned by Susan)</p> <p>TA Manager (Dave) with Deputy Director of Community Based Services (previously Tricia)</p> <p>TA Manager (Dave) with Deputy Director of Community Based Services (previously Tricia)</p>

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<p>complete and ready for contracting template.” Contract Manager is cc’d.</p> <ul style="list-style-type: none"> ○ If P&P does not meet requirements of 404, DD may decide that prospective provider has made significant changes and DD can request minor additional changes, rather than denying or approving. DD will communicate via email and phone. • Application and P&P are shelved. If approved to be provider, P&P goes on shelves near the nurses. If not approved, book goes on shelves near Kathie’s former cubicle. • Items saved to J drive folder: P&P update (if submitted electronically), P&P review, copies of any mailed correspondence, PDFs of any email communications. • SharePoint sections: Section P&P Review Date, Final Status Date, Accepted/Denied, Referred to Contracts Date (as applicable). Applicant Type should be changed to Current Provisional if Referred to Contracts. 	<p>Decision to go this route made by TA Manager, Susan, and reviewing Surveyor. TA Manager communicates with prospective provider. TA Manager (Dave)</p> <p>TA Manager (Dave)</p> <p>TA Manager (Dave)</p>
<p>Provider is approved.</p> <ul style="list-style-type: none"> • DD contacts prospective provider via email approximately a week after letter goes out from Deputy Director of Community Based Services. Contract is in place before first individual has service authorization with new provider. • New provider is sent link to Provider Page of DD website. • Contract Manager will notify TA Manager and Survey Manager of completion of the contract. The P&P in the agency folder in 4.1/Passed to Contracts will be moved to 4.2/Provider Policies and Procedures. A new folder will be created. • Initial certification review is scheduled to occur approximately four months after services begin so review can be completed and certification report sent prior to expiration of provisional certification. 	<p>Contract Manager (Kim)</p> <p>Contract Manager (Kim) Contract Manager (Kim) Survey Manager (Susan) TA Manager (Dave)</p> <p>Survey Manager (Susan)</p>